

WE CLAIM:

1. A method for modeling a process, comprising the steps of:
remotely capturing actions of a user in performing the process;
storing said captured actions as captured data files;
cataloging said captured data files; and
modeling the process using said captured data files.
2. A method of process capture, comprising the steps of:
automated remote capturing of a process performed by a user, said capturing including
capture of the user's interactions with a computer;
generating captured process files of said captured process; and
storing said captured process files in a storage.
3. A method as claimed in claim 2, wherein said captured process files are in XML.
4. A method as claimed in claim 2, wherein said automated remote capturing includes
capture of at least one of audio data and video data to record actions of the user in performing
the process.
5. A method as claimed in claim 2, wherein said generating files includes including
context information in said captured process files.
6. A method as claimed in claim 5, wherein said context information includes
inserting time stamp data in said captured process files.
7. A method as claimed in claim 5, wherein said context information includes
information from listeners reporting communications between software components and an
operating system.

8. A method as claimed in claim 5, wherein said context information is derived from virtual footprints in computer software used at least in part to perform the process.

9. A method as claimed in claim 8, wherein said virtual footprints include captures of at least one of dialogs, toolbars and menus of a software application on said computer.

10. A method as claimed in claim 2, wherein said step of automated remote capture captures processes of a plurality of users.

11. A method as claimed in claim 10, wherein different levels of capture are provided for different ones of said plurality of users.

12. A method for modeling a process, comprising the steps of:
remotely capturing actions of a user in performing the process on a computer;
storing said captured actions as captured data files; and
streaming the captured data files to a computer to simulate a user performing the process.

13. A method as claimed in claim 12, further comprising the steps of:
editing said captured data files to create edited data files; and
streaming said edited data files to a computer to simulate a user performing an edited process.

14. A method as claimed in claim 13, wherein said captured data files constitute an as-is model and wherein said edited data files constitute a to-be model of the process; and comparing said as-is model to said to-be model.

15. A method for modeling a business process in a business or organization having a plurality of computers connected to a network, comprising the steps of:
defining capture settings of users using said plurality of computers;
remotely capturing interactions with said plurality of computers according to said capture settings as capture data files; and

storing said capture data files in a repository.

16. A method as claimed in claim 15, wherein said defining includes setting different levels of capture for different ones of said plurality of computers.

17. A method as claimed in claim 16, wherein said different levels of capture are distinguished by presence of at least one of audio recording and video recording of a user's actions in performing the process.

18. A method for identifying a process, comprising the steps of:
remotely capturing actions of a user in performing the process;
storing said captured actions as captured data files; and
automatically cataloging said captured data files by pattern matching of said captured data files against a process definition.

19. A method as claimed in claim 18, wherein said cataloging includes applying fuzzy logic to ones of said captured data files to partially catalog said ones of said captured data files.

20. A method as claimed in claim 18, wherein said cataloging includes storing ones of said captured data files as un-cataloged data files.

21. A method of process capture, comprising the steps of:
automated remote capturing of a process performed by a user, said capturing including capture of the user's interactions with a computer;
automated remote capturing of at least one of audio and video data of the process performed by the user;
generating captured process files of said captured process including flagging portions of said at least one of said audio and video data to corresponding interactions of the user with the computer; and

storing said captured process files in a storage.

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22. A system for modeling a process on a computer, comprising:
capture software on the computer operable to capture as data files actions of a user in performing the process;
an identification system connected to the computer and operable to identify the data files as corresponding to actions in performing the process;
a cataloging system connected to said identification system and operable to sort the data files into identified and unidentified files;
a data storage connected to receive said identified and unidentified files;
a modeling system connected to a computer to stream said data files to the computer for emulation of the process.

23. A system for process capture, comprising:
connections to inputs of a computer through which remote capture is made of a process performed by a user including capture of the user's interactions with the computer;
a data manager connected to said input connections from which captured process files of said captured process are forwarded; and
a data storage connected to receive said captured process files from said data manager.

24. A system as claimed in claim 23, further comprising:
at least one of audio data and video data recording devices connected to said data manager to record actions of the user in performing the process.

25. A system as claimed in claim 23, further comprising:
context elements in said computer operable to include context information in said captured process files.

26. A system as claimed in claim 25, wherein said context information includes time stamp data in said captured process files.

27. A system as claimed in claim 25, wherein said context elements include listeners operable to report communications between software components and an operating system of the computer.

28. A system as claimed in claim 25, wherein said context information is at least one of dialogs, toolbars and menus of a software application on said computer.

29. A system as claimed in claim 23, further comprising:
connections to a plurality of computers of a plurality of users; and
said data manager connected to all of said connections.

30. A system as claimed in claim 29, further comprising:
an administrator interface operable for setting different levels of capture are provided for
different ones of said plurality of users.

31. A system for modeling a process, comprising:
a remote capture apparatus connected to capture actions of a user in performing the process
on a computer;
a data storage connected to receive said captured actions as captured data files; and
a connection to a computer to stream the captured data files to the computer to simulate a user
performing the process.

32. A system as claimed in claim 31, further comprising:
an interface by which said captured data files may be selectively edited to create edited data
files; and
said connection to the computer streaming said edited data files to the computer to simulate a
user performing an edited process.

33. A system as claimed in claim 13, further comprising:

a comparison apparatus operable to compare said captured data files to said edited data files.

34. A system for modeling a business process in a business or organization having a plurality of computers connected to a network, comprising:
an interface operable to define capture settings of users using said plurality of computers;
remote capture connections to capture interactions with said plurality of computers according to said capture settings as capture data files; and
a data storage connected to receive said capture data files.

35. A system as claimed in claim 34, further comprising:
at least one of audio recording equipment and video recording equipment connected to record at least some user's actions in performing the process at at least some of said plurality of computers.

36. A system for identifying a process, comprising:
remote capturing elements operable to capture actions of a user in performing the process;
a data storage connected to said remote capture apparatus to receive said captured actions as captured data files; and
a cataloging element connected to receive said captured data files and operable to perform pattern matching of said captured data files against a process definition.

37. A system as claimed in claim 36, wherein said cataloging element includes a fuzzy logic component operable to assign partial identifications to ones of said captured data files.

38. A system as claimed in claim 36, wherein said data storage includes a portion for cataloged files and a portion for un-cataloged files and said cataloging element forwards unidentifiable files to said un-cataloged portion of said data storage as un-cataloged data files.

39. A system of process capture, comprising:

an automated remote capturing software element in a computer operable to capture a process performed by a user, said capturing including capture of the user's interactions with the computer;

at least one of audio and video data capturing devices of the process performed by the user;

a data manager connected to said automated remote capturing element and said at least one of said audio and video data capturing devices to pass captured process files of said captured process including flagging portions of said at least one of said audio and video data to corresponding interactions of the user with the computer; and

a data storage connected to receive said captured process files.